

Job Description

Title:

Intensive Housing Support Officer

Salary Scale:

£28,134 a year for full-time position (37 hours per week).

Hours:

This post is a full-time position (37 hrs per week). Occasional evening work may be required.

Contract:

Permanent.

Holiday Entitlement:

Full-time position: 27 days holiday plus bank holidays per annum. Pro-rata annual leave calculations will be made for contracts which are less than 12 months. Annual leave increasing by one day on an annual basis after the second year of continuous service, rising to a maximum 32 days per annum for all full-time staff.

Location:

Rochdale

Accountable to:

Tenant Support Services Manager

Responsible for:

N/A

Job Purpose:

To be responsible for coordinating and providing a personalised support service to people with complex needs resettling into Private Rented Sector housing. You will help increase independence and maximising connectivity with the local community through developing a person centred, strength-based support service.

We positively welcome applications from people with lived experience of homelessness or have accessed support services.

Main Tasks

A non-exhaustive list of the key role responsibilities is detailed below:

- To establish appropriate wrap around support and intervention for clients with complex needs moving into newly formed tenancies with the aim of developing appropriate independent living skills

- To liaise with colleagues in housing to provide a holistic service covering support and housing management including managing repairs, rent collection and property inspections and interventions where required
- To develop and deliver appropriate move-on plans for clients to create longer term independent living opportunities at the end of the support period.
- To maintain accurate up to date records on the chosen case management system of progress against individual support plans; safety plans and outcomes information.
- To liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies.
- To regularly review the person-centred support plan to update, record and monitor progress of caseload.
- To provide temporary cover for colleagues as required and must be able to work flexible hours to ensure that the needs of the people using the service can be met in the evenings when needed, and on occasional weekends and bank holidays.
- To promote and encourage peer involvement within the service.
- To complete dynamic risk assessments and maintain own safety by following lone working procedures.
- To adhere to good practice Safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.
- To ensure the safety of staff by appropriately managing lone working and ensuring all necessary safeguards are in place.
- To develop an awareness of risk and associated policies to ensure that procedures are followed and risk is managed appropriately.
- To ensure compliance with Health and Safety policies.
- To undertake relevant training as directed by the organisation.

General Duties

- To work within and promote the Bond Board's Policies and Procedures, including (but not limited to) the Equal Opportunities policy, Health and Safety Policy, Adults at Risk Policy, Confidentiality Policy and Data Protection Policy
- To take part in team meetings and other management meetings, if and when requested.
- To take part in staff supervision sessions.

- To be largely self-servicing administratively.
- To work with the other services at the Bond Board to enable shared and improved outcomes for service users.
- To maintain service confidentiality. It is expected that all employees will understand that our work is confidential and personal details about service users should not be divulged, without consent.

Additional Duties

It is the nature of the work at the Bond Board that tasks and responsibilities are, in many circumstances, varied. All staff are therefore expected to work in a flexible way and when the occasion arises, undertake tasks not covered in this job description.